

AAA \_\_\_\_\_ Date \_\_\_\_\_ Applicant \_\_\_\_\_

**INTERVIEW TOOL FOR  
OMBUDSMAN VOLUNTEER SUPERVISOR**

(10 pts.) \_\_\_\_\_ 1. (a) After reviewing the job description, are you still interested in this job? Why?

(b) What experience could you bring to this program? (Include applicable educational and employment background.)

(5 pts.) \_\_\_\_\_ 2. What is your understanding of the word “Ombudsman.” Describe what you know about the Ombudsman Program or concept.

(5 pts.) \_\_\_\_\_ 3. What is the meaning of the word “advocacy?”

(15 pts.) \_\_\_\_\_ 4. (a) What experience have you had with the elderly? (in general, with relatives)

(b) What are your personal feelings about working with the elderly?

(c) What community services are you aware of that serve elders in your community?

(15 pts.) \_\_\_\_\_ 5. (a) Have you ever visited or volunteered in a nursing home? If so, please describe your experience

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(b) What do you think is the role of nursing homes?

(c) What do you think is the best thing and worst thing about nursing homes?

(d) What one thing would you change (about nursing homes) if you could?

(10 pts.) \_\_\_\_\_ 6. *Conflict of interest questions:*

(a) Have you ever worked in a long-term care facility? If so, in what capacity?

(b) Have you or any relative been fired from a nursing facility?

(c) Do you have any ownership or financial interest in any long-term care facility, or are you related to anyone who does?

(d) Are you related to anyone working in any capacity in a long-term care facility?

(e) Do you have any pending litigation against a nursing home or any long-term care facility?

(f) Can you think of any other reason why you might have a conflict of interest in taking this position?

*(Note to interviewer: Conflict of interest assurances must be made to meet federal requirements. However, just because there may be a conflict of interest does not necessarily mean that the person cannot be hired if the conflict can be "remedied". This depends entirely on the circumstance of the conflict. The State Ombudsman and the Ombudsman Legal Counsel will make that determination.)*

(10 pts.) \_\_\_\_\_ 7. (a) What, if any, experience do you have with persons who are mentally ill or with residential care facilities?

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(b) Would you have any problem working with this population?

(10 pts.) \_\_\_\_\_ 8. Discuss any experience you have with computers, computer software, and your level of skills.

(5 pts.) \_\_\_\_\_ 9. In this program, you would be required to travel extensively within the planning and service area; be away from home for an overnight training once per quarter; and possibly (rarely) conduct a training session in the evening or on a weekend if volunteer applicants could not attend a daytime training. Would this pose a problem for you?

(5 pts.) \_\_\_\_\_ 10. Because of the travel requirement and no furnished vehicle, we need to know if you have reliable transportation to cover this planning and service area?

(10 pts.) \_\_\_\_\_ 11. Describe any experience you have in training or teaching others?

(10 pts.) \_\_\_\_\_ 12. What experience do you have in supervising others?

(10 pts.) \_\_\_\_\_ 13. What is the longest period of time you have worked for one supervisor or organization? Which job was that?

(10 pts.) \_\_\_\_\_ 14.(a) What qualities do you appreciate most in a supervisor?

(b) What qualities do you appreciate least in a supervisor?

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( 5 pts.)\_\_\_\_\_ 15. How would you feel about receiving direction or supervision from more than one individual?

*(Note to interviewer: Explain the difference between AAA employment supervision and State Ombudsman Office program supervision, and official designation, training, assessment, etc.)*

( 5 pts.)\_\_\_\_\_ 16. Would you describe yourself as working better with others or alone?

(10 pts.)\_\_\_\_\_ 17. (a) Describe any experience you may have in public speaking?

(b) What is your feeling about this responsibility?

( 5 pts.)\_\_\_\_\_ 18. Describe any volunteer work you have done.

(10 pts.)\_\_\_\_\_ 19. (a) What would you do to recognize the efforts of volunteers?

(b) What would you do to motivate them to continue?

( 5 pts.)\_\_\_\_\_ 20. What is your understanding of the term “objectivity?”

(10 pts.)\_\_\_\_\_ 21. Explain to us how you have resolved a recent problem or handled a difficult situation, either for yourself or someone else. (Give an example of problem solving.)

( 5 pts.)\_\_\_\_\_ 22. What is your understanding of the word “confidentiality?”

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(10 pts.) \_\_\_\_\_ 23. We sometimes must approach/confront an administrator or others with a complaint or problem.

(a) What is your comfort level with this type of situation?

(b) What skills or qualities do you think are required to be successful in a confrontational situation?

(a) What would be your strategy, or how might you prepare for this meeting?

(10 pts.) \_\_\_\_\_ 24. What are the differences, or what is your understanding of the terms “persuasion,” “negotiation,” and “mediation?”

( 5 pts.) \_\_\_\_\_ 25. Please describe any experience you have had with writing press releases, news articles, or any experience with the T.V. and radio media.

(10 pts.) \_\_\_\_\_ 26. Describe how you might implement a volunteer recruitment campaign

(10 pts.) \_\_\_\_\_ 27. Train us in something you know well. Teach us anything you want.

( 5 pts.) \_\_\_\_\_ 28. If hired, when could you start?

(10 pts.) \_\_\_\_\_ 29. Do you have any questions for us?

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(5 pts.) \_\_\_\_\_ 30. Why should we hire you?

(10 pts.) \_\_\_\_\_ 31. Please write a press release for the purpose of recruiting volunteers.

(10 pts.) \_\_\_\_\_ 32. If not already provided, please list three references, including a names, addresses, and telephone numbers. You may include one personal and two professional or more if desired

Total possible points: 270